



# ERIE COUNTY CIVIL SERVICE OPPORTUNITIES

OPEN TO THE PUBLIC

ERIE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

**Note: new application fee**

Please refer to our internet address at: [www.erie.gov](http://www.erie.gov)

**A NON-REFUNDABLE \$20.00 PROCESSING FEE MUST ACCOMPANY EACH APPLICATION  
(CHECK OR MONEY ORDER ONLY – PAYABLE TO: ERIE COUNTY DEPARTMENT OF PERSONNEL)**

## ASSISTANT INFORMATION SYSTEMS SPECIALIST

NO. 67-463

\$41,870 - \$54,945

**NOTICE:** Erie County no longer maintains a file of applicant transcripts. Exam applicants must be prepared to provide documentation of educational qualifications (transcript, diploma, etc.) to the hiring agency prior to appointment. Documentation may also be submitted with the exam application.

**RESIDENCE REQUIREMENTS:** CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF ERIE COUNTY FOR AT LEAST FOUR MONTHS IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST AND MUST BE LEGAL RESIDENTS OF ERIE COUNTY AT THE TIME OF APPOINTMENT. At present there are two vacancies at the Erie County Medical Center.

**MINIMUM QUALIFICATIONS:** Candidates must meet one of the following requirements on or before the date of the written test:

- a. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Information Systems, Computer Science or a closely related field;
- OR
- b. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Information Systems, Computer Science or a closely related field and two years of experience in the field of information technology;
- OR
- c. An equivalent combination of training and experience as defined by the limits of (a) and (b).

**NOTE:** 1. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting the experience requirements. 2. Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. A grade of "D" or better is necessary for a course to be credited as successfully completed. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

**DUTIES:** An *Assistant Information Systems Specialist* assists in the installation, maintenance and customization of vendor supplied information systems, including but not limited to, software, hardware, networks and communications; assists in the coordination of equipment upgrades and problem resolutions with vendors; evaluates the performance of lower level clerical and/or technical employees; confers with and advises co-workers on administrative policies and procedures, technical problems and methods; interfaces with outside vendors/contractors; assists in reviewing new systems and proposed or requested changes to existing applications; assists in providing hands-on training related to County information systems operation; maintains records, prepares reports and documentation; performs additional work related to the hands-on technical operations of the information systems, as assigned. **IF ASSIGNED TO THE ERIE COUNTY MEDICAL CENTER:** coordinates development and management of an Internet and Intranet web site; maintains records, prepares reports and documentation to meet needs of JCAHO and other Federal, State, or local agencies; maintains confidentiality and security of data as required by assigned Department; works flex shifts as required – work shifts may be assigned, scheduled, or in support of operations; supports many aspects of a health care delivery system.

A medical examination may be required before appointment.

**VETERANS:** PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED TO RECEIVE ADDITIONAL POINTS. (See application for more information.)

NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE

**EXAMINATION DATE**

**JUNE 3, 2006**

**SEE  
REVERSE  
SIDE**

**APPLICATIONS MUST BE  
POSTMARKED BY**

**APRIL 26, 2006**

**SUBJECT OF EXAMINATION:** The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **IT SUPERVISORY SIMULATION EXERCISE** - The simulation exercise requires the candidates to assume the role of a supervisor in a computer services unit. The exercise will require candidates to respond to supervisory situations and problems similar to those which could be encountered as a first-line supervisor in a typical office setting. The candidates will be required to indicate actions he or she would take in response to information presented in the simulation exercise. The situations presented may include, but are not necessarily restricted to assigning and reviewing work, evaluating performance of employees, maintaining work standards, motivating and developing employees, implementing procedural change, increasing efficiency and dealing with problems of absenteeism, morale or discipline.
2. **PROJECT ADMINISTRATION SIMULATION EXERCISE** - This simulation exercise tests for the ability to guide a project team through the successful completion of a project. You will be asked to assume the role of a project team leader in an information technology unit. You will be required to respond to situations and problems that arise as the project develops. You may be asked to deal with situations involving planning, scheduling and controlling a project; working with users; preparing specifications for hardware and software; establishing procedures for performing and modifying project tasks; scheduling system development, installation, validation, testing and training; assuring that work is completed as specified; handling risk and closing a project.
3. **PRINCIPLES OF PROVIDING USER SUPPORT** - These questions test for knowledge and skill in working in a user support situation. They cover such subjects as how to communicate effectively with users requesting help; how to deal with different types of situations; troubleshooting techniques; and how to gather, organize and make available technical information needed to provide support.
4. **SYSTEMS ANALYSIS AND DESIGN** - These questions test for techniques and concepts of computer systems analysis and design. They cover such subjects as feasibility and applications studies, systems development tools and software, the systems life cycle, types of systems (e.g., client/server, Web-based), controls, and systems documentation, testing, and implementation.
5. **WEB PAGE DESIGN** - These questions test for knowledge of the principles and practices used in designing Web pages. They may cover, but not necessarily be confined to, identifying the audience (including accessibility issues), developing content, laying out and modifying pages, designing forms, and developing links. The questions are not specific to any particular Web page creation program.

**NOTICE TO CANDIDATES:** Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials.

**NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)**  
**(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)**

## INFORMATION FOR CANDIDATES

**APPLICATION FORMS:** You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin St., Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

Mail your application form when completed to the Erie County Department of Personnel, 95 Franklin St., Buffalo, NY 14202.

Candidates who submit incomplete applications and documentation may be disqualified. The Erie County Department of Personnel reserves the right to reject for lateness or to accept applications filed after the advertised filing period.

**MILITARY STATUS:** Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

**VETERANS:** Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 10 and 5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

In conformance with section 85-a of the Civil Service Law, **CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**APPLYING FOR EXAMINATIONS IN MULTIPLE JURISDICTIONS ON SAME DATE.** If you have applied for any other Civil Service exams for employment with New York State or any other local government jurisdiction, you must make arrangement to take all the exams at one test site.

If you have applied for both State and Local government exams, you must make arrangements to take all your exams at the State exam center by calling (518)457-7022 no later than two weeks before the test date.

If you have applied for other local government exams, call or write each Civil Service Agency to make arrangements. You must make your request for these arrangements no later than three weeks before the date of the exams. You must notify all local government civil service agencies with whom you have filed an application of the which you wish to take your exam(s). For this exam call (716)858-7509 or write Erie Co. Personnel Dept., 95 Franklin St, Buffalo, NY 14202.

**ADMISSION TO EXAMINATION:** Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

**SPECIAL ARRANGEMENTS:** Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

**RATINGS REQUIRED:** Tests are rated on a scale of 100 with a passing mark at 70. Unless the announcement states otherwise, you must pass the written test and the oral test, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

**TRAINING AND EXPERIENCE:** If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

**VERIFICATION OF QUALIFICATIONS:** Candidates may be investigated or called for an interview to verify information contained on the application.

Verifiable part-time and/or volunteer experience may be pro-rated toward meeting full-time experience requirements.

**MEDICAL EXAMINATION:** You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.

In accordance with State Law, Governor's Executive Order 6, and Section 504 of the Federal Rehabilitation Act of 1973, as amended the County of Erie does not discriminate against handicapped persons in access to employment, during employment, or in any of its programs and activities.

**ELIGIBLE LIST:** The eligible list resulting from an examination may also be used for appointment to the same title or to any other title deemed to be similar and appropriate. Eligible lists are active for a minimum of one year and a maximum of four years from the date established.

**Background Investigation:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. Applicants may be required to pay a fee for the investigation.

**NOTE:** Fingerprints are sometimes required at the time of appointment. When they are required, the fee involved must be paid by the appointee.

**\*\*IMPORTANT APPLICATION FEE - READ CAREFULLY\*\***  
A \$20.00 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.